

## Purpose

This SOP is intended to outline the process for keying in labor times requested, verifying a Repair Facility Labor Time within a claim, using the Mitchell Pro Demand Labor Manual and Forte.

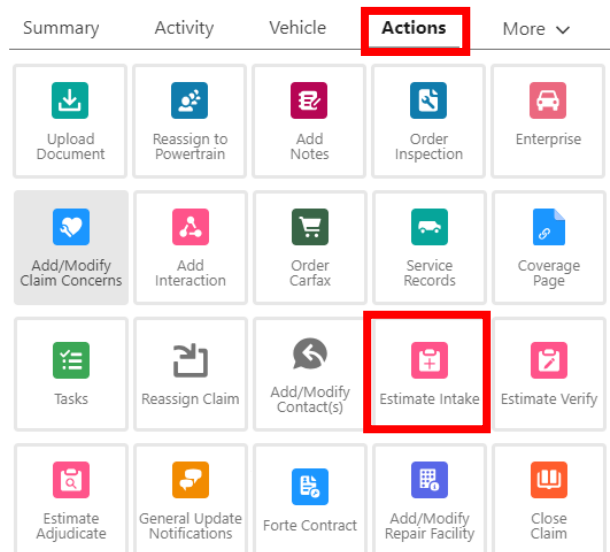
## Teams Impacted

- Small Claims
- General Claims
- Technical Claims

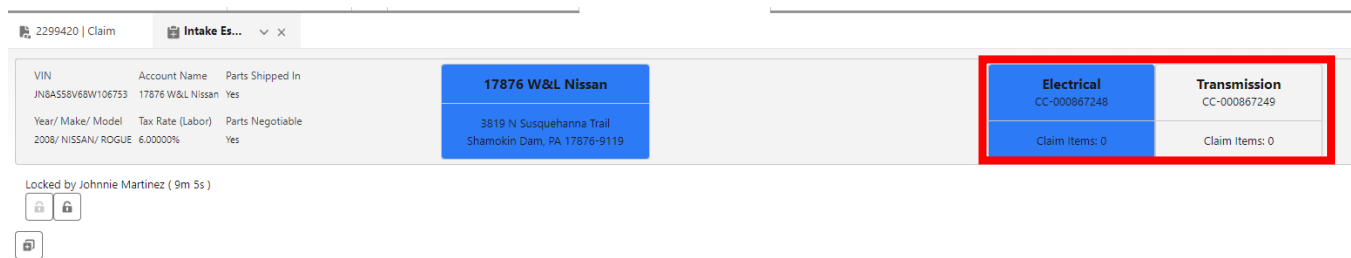
## Procedure

### Estimate Intake

1. Start by click **[Actions]** tab followed by **[Estimate Intake]** action button.



2. Click on the concern to key in Labor per concern.



3. If there are no parts or labor keyed in yet, create a new Estimate by clicking the **[+ box]** top left.



4. Start by selecting the coverage code for that labor.
  - a. Description
  - b. Repair Facility Labor requested.
  - c. Repair Facility Labor Hour rate (should be the same from starting a claim or Fleet rate)
  - d. Tax (should match repair facility file)

**Important!** If you have more than one labor for that concern, you **MUST** key in a sperate labor line within same failed concern. (Evac and recharge, diag, reprograming, etc.)

RF Part Price	RF Part Tax %	RF Tax Amount	RF Part Total	
				<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <b>Electrical</b> CC-000867248 Claim Items: 3         </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #007bff; color: white;"> <b>Transmission</b> CC-000867249 Claim Items: 1         </div> </div> <div style="width: 50%;"> <div style="border: 1px solid #ccc; padding: 5px;">           Coverage Code  <div style="border: 2px solid red; padding: 2px;">  Labor-Transmission, Transmission         </div> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">           Payable Status            Unauthorized         </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">           Description  <div style="border: 2px solid red; padding: 2px;">R&amp;R</div> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">           RF Labor Hours  <div style="border: 2px solid red; padding: 2px;">8.20</div> </div> <div style="border: 1px solid #ccc; padding: 5px;">           RF Labor Rate  <div style="border: 1px solid #ccc; padding: 2px;">\$160.00</div> </div> </div> <div style="width: 50%;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">           RF Labor Tax %  <div style="border: 1px solid #ccc; padding: 2px;">0.00000%</div> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">           RF Labor Tax  <div style="border: 1px solid #ccc; padding: 2px;">\$0.00000</div> </div> <div style="border: 1px solid #ccc; padding: 5px;">           RF Labor Total  <div style="border: 1px solid #ccc; padding: 2px;">\$1,312.00</div> </div> </div> </div> </div> </div>

RF Part Price	RF Part Tax %	RF Tax Amount	RF Part Total	
				<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <b>Labor</b> </div> <div style="border: 1px solid #ccc; padding: 5px;">           Coverage Code  <div style="border: 2px solid red; padding: 2px;">  Labor- Diagnosis, Transmission         </div> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">           Payable Status            Unauthorized         </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">           Description  <div style="border: 2px solid red; padding: 2px;">2.0</div> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">           RF Labor Hours  <div style="border: 2px solid red; padding: 2px;">2.00</div> </div> <div style="border: 1px solid #ccc; padding: 5px;">           RF Labor Rate  <div style="border: 1px solid #ccc; padding: 2px;">\$160.00</div> </div> </div> <div style="width: 50%;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">           RF Labor Tax %  <div style="border: 1px solid #ccc; padding: 2px;">0.00000%</div> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">           RF Labor Tax  <div style="border: 1px solid #ccc; padding: 2px;">\$0.00000</div> </div> <div style="border: 1px solid #ccc; padding: 5px;">           RF Labor Total  <div style="border: 1px solid #ccc; padding: 2px;">\$320.00</div> </div> </div> </div> </div> </div>

Save All Groups

Save and Finish

5. Complete this for all concerns, before clicking **[Save All Groups]**

## Estimate Verification

1. Start by click **[Actions]** tab followed by **[Estimate Verify]** action button.

Summary   Activity   Vehicle   **Actions**   More ▾

Upload Document	Reassign to Powertrain	Add Notes	Order Inspection	Enterprise
Add/Modify Claim Concerns	Add Interaction	Order Carfax	Service Records	Coverage Page
Tasks	Reassign Claim	Add/Modify Contact(s)	Estimate Intake	Estimate Verify
Estimate Adjudicate	General Update Notifications	Forte Contract	Add/Modify Repair Facility	Close Claim

2. This is where you use our labor guide to key in potential eligible labor times.
3. Labor box to the right you will key in
  - a. AAS Labor Hours (Verified in Mitchell Pro Demand, Forte or Labor guide sent from repair facility)

<b>Electrical</b> CC-000867248	<b>Transmission</b> CC-000867249
Claim Items: 3	Claim Items: 2

AAS Tax Amount	AAS Total

**Labor**

Labor Description  
Labor-Transmission, Transmission

**AAS Labor Hours**

AAS Labor Rate

AAS Labor Tax

AAS Labor Total

**Save Group**

AAS Tax Amount	AAS Total

**Labor**

Labor Description  
Labor- Diagnosis, Transmission

**AAS Labor Hours**

AAS Labor Rate

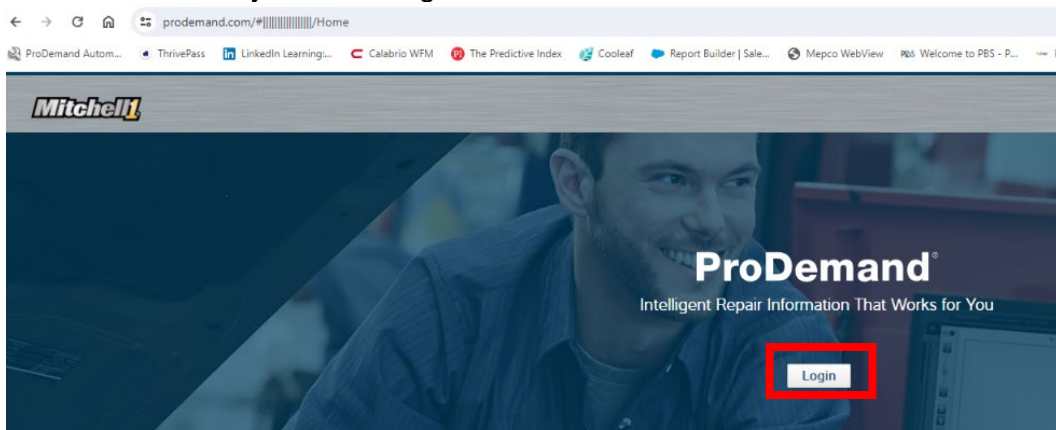
AAS Labor Tax

AAS Labor Total

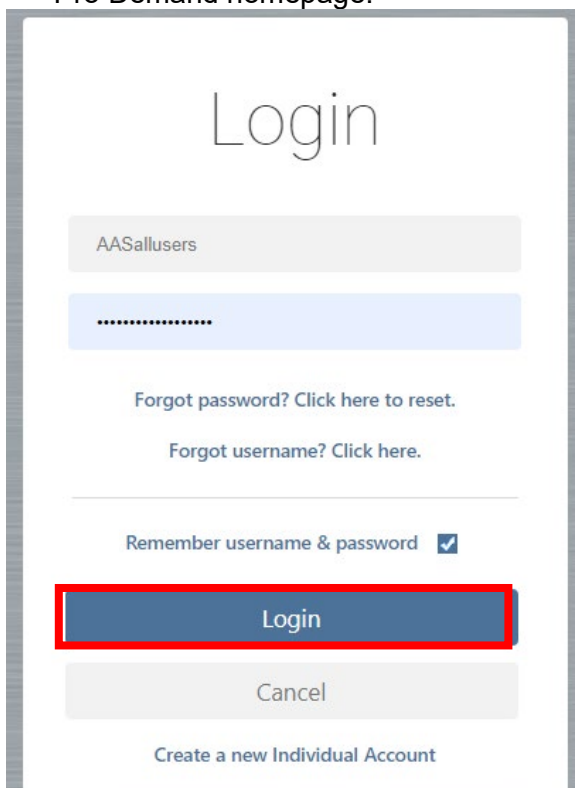
**Save Group**

### Using Mitchell Pro Demand

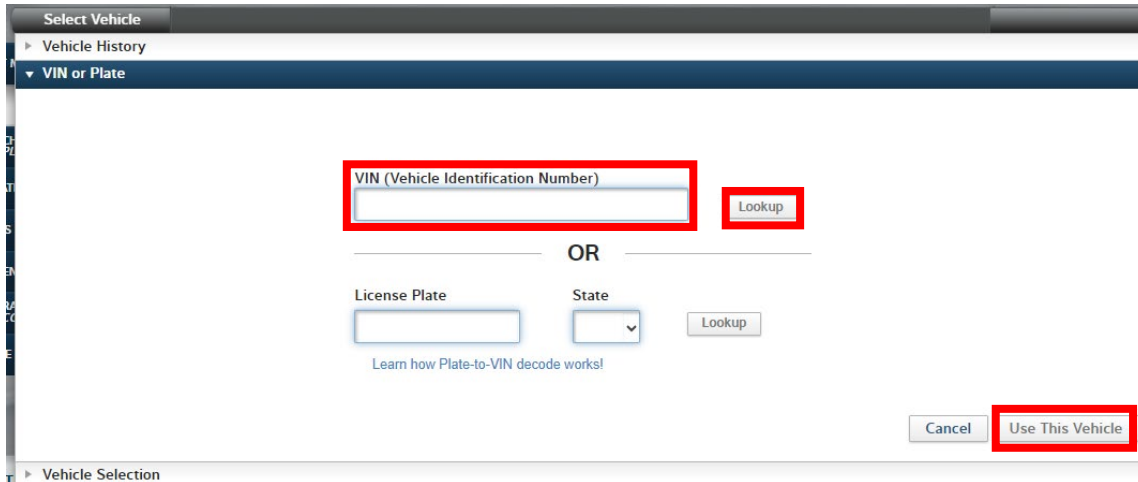
1. All repairs on all vehicles have an associated labor time. Some are easier to find than others. Our Vehicle Service Contracts (VSCs) use the Mitchell Pro Demand Labor Guide to substantiate labor times.
2. To look up a labor time in Mitchell Pro Demand, you must first open the Mitchell Pro Demand website from your browser by going to **[prodemand.com]**.
3. Once you've reached prodemand.com, you will need to click on the **[Login]** button pictured below, which will take you to the Login screen.



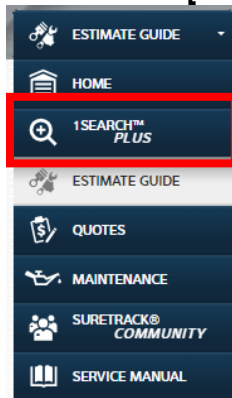
4. On the Login screen, enter your designated username and password in the fields shown below.
5. After entering the Username and Password, click on the **[Login]** button to be taken to the Mitchell Pro Demand homepage.



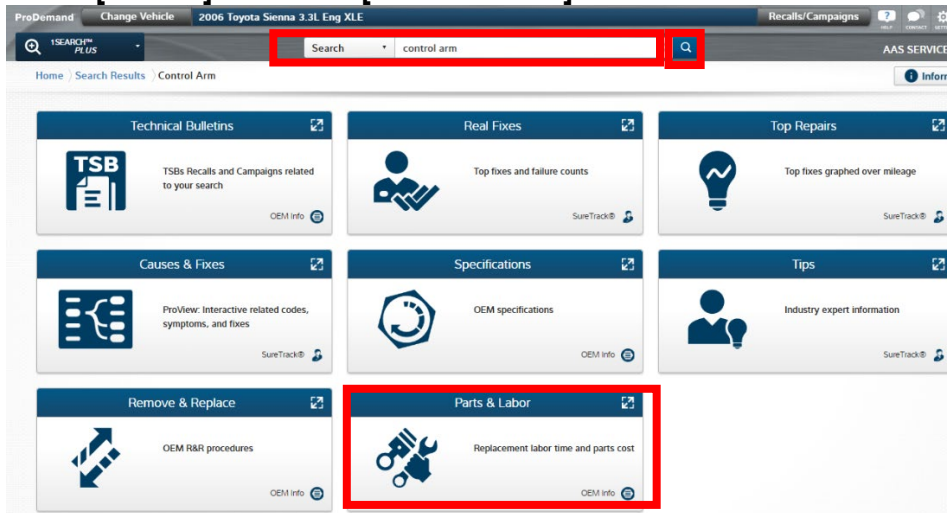
- To ensure that you're looking up the labor times associated with the correct vehicle, begin your search by entering the Vehicle Identification Number (VIN) from your Claim into the **[vin or plate]** then click **[look up]** followed by clicking **[ Use this Vehicle]**.



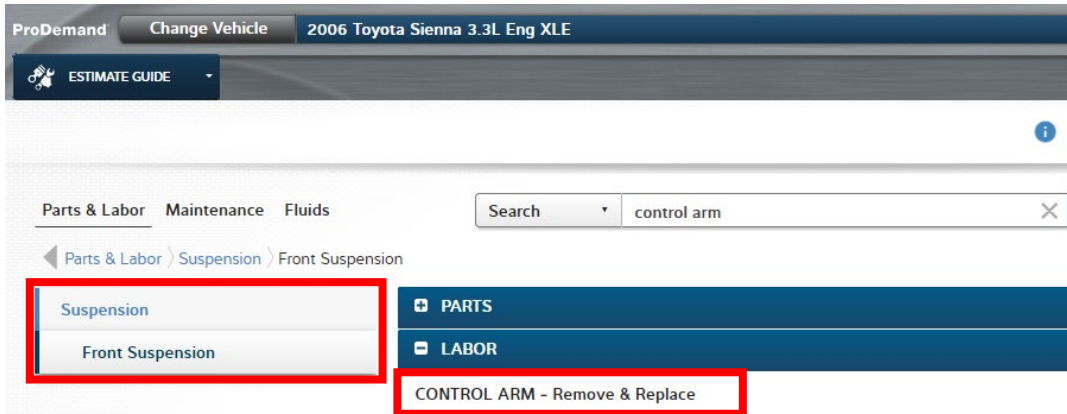
- Now click **[1Search Plus]** to begin looking for specific labor times.



- Type the component you're looking for, for example Control Arms, into the Search field and click on **[Search]**. Now click **[Parts & Labor]**

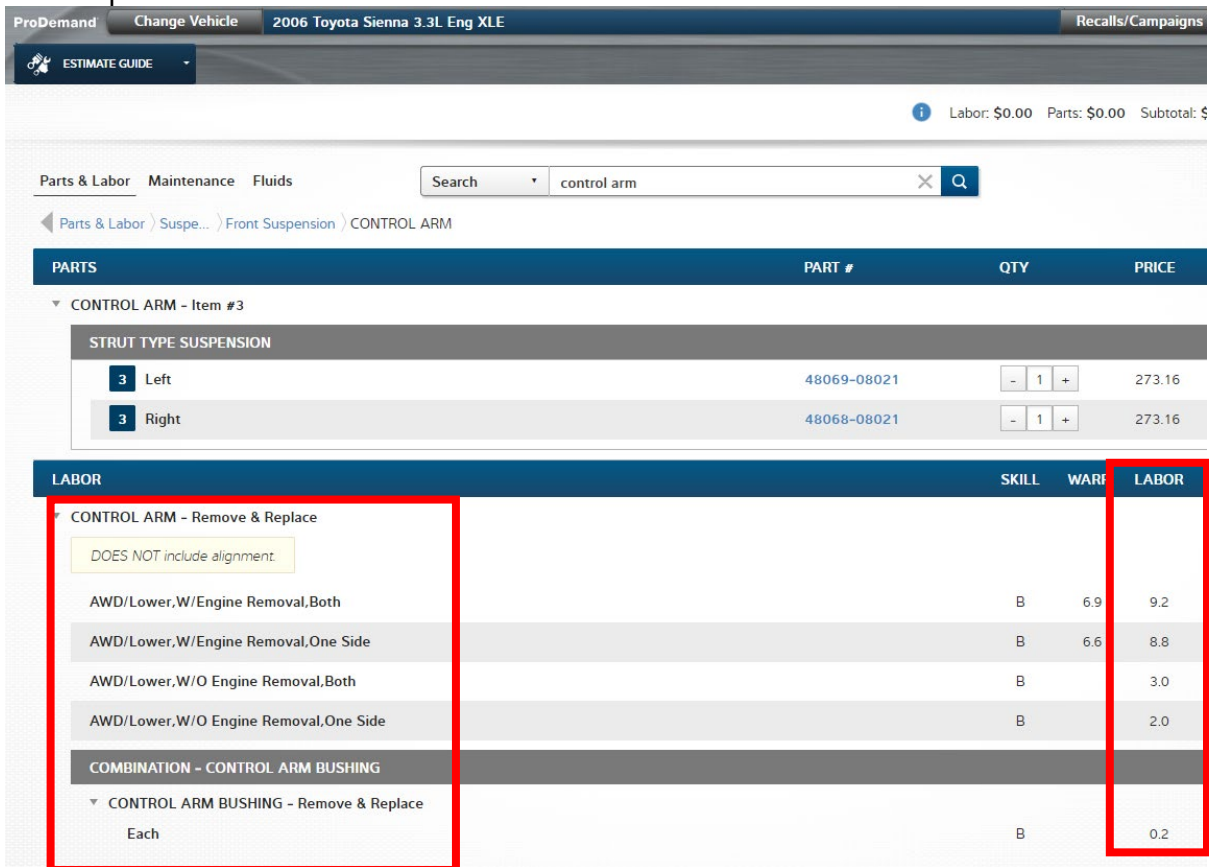


9. A drop-down menu will appear. This menu will allow you to further refine your search to the specific component you're looking for. In this case, we'll select **[Front Suspension]** from the menu.
  - a. Another drop-down menu will appear, allowing you to choose location, i.e., Front, Rear, etc. In this case we will choose **[Control Arm- Remove & Replace]** under labor.



The screenshot shows the Mitchell ProDemand interface. At the top, the vehicle is identified as a 2006 Toyota Sienna 3.3L Eng XLE. A search for 'control arm' has been performed. The results are categorized into 'PARTS' and 'LABOR'. Under 'LABOR', the option 'CONTROL ARM - Remove & Replace' is highlighted with a red box.

10. The Front Lower Control Arms has been specifically chosen. Mitchell Pro Demand will display a set of labor times indicating how many labor hours are required to remove and replace that component.



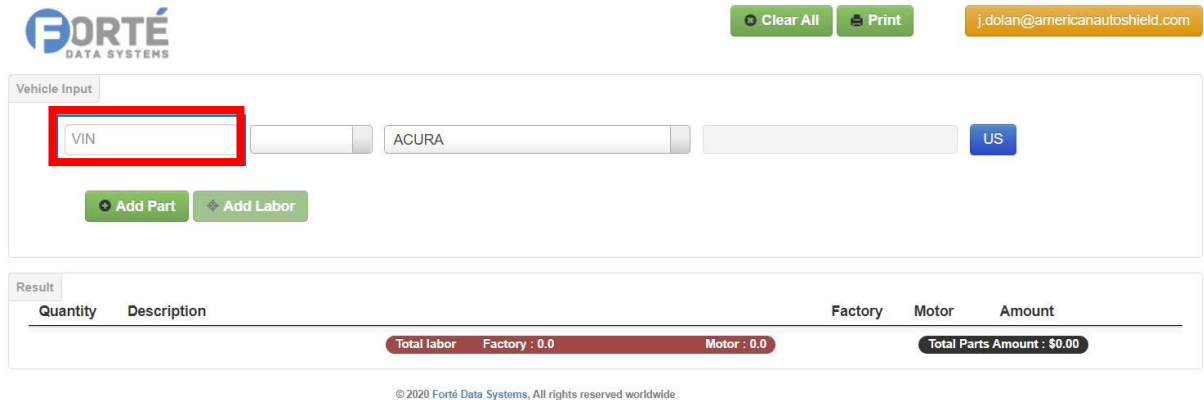
The screenshot shows the labor time table for 'CONTROL ARM - Remove & Replace'. The table is divided into two main sections: 'PARTS' and 'LABOR'. The 'PARTS' section lists two items: 'Left' and 'Right', both with a quantity of 3 and a price of 273.16. The 'LABOR' section lists various labor tasks with their respective skill levels, warfactors, and labor times. The 'CONTROL ARM - Remove & Replace' task is highlighted with a red box, showing a labor time of 9.2 hours for AWD/Lower, W/Engine Removal, Both. Other tasks include 'AWD/Lower, W/Engine Removal, One Side' (8.8 hours), 'AWD/Lower, W/O Engine Removal, Both' (3.0 hours), 'AWD/Lower, W/O Engine Removal, One Side' (2.0 hours), and 'CONTROL ARM BUSHING - Remove & Replace' (0.2 hours).

LABOR	SKILL	WARF	LABOR
<b>CONTROL ARM - Remove &amp; Replace</b>			
DOES NOT include alignment.			
AWD/Lower, W/Engine Removal, Both	B	6.9	9.2
AWD/Lower, W/Engine Removal, One Side	B	6.6	8.8
AWD/Lower, W/O Engine Removal, Both	B		3.0
AWD/Lower, W/O Engine Removal, One Side	B		2.0
<b>COMBINATION - CONTROL ARM BUSHING</b>			
CONTROL ARM BUSHING - Remove & Replace			
Each	B		0.2

**Important!** Mitchell Pro Demand will list different Removal and Replacement procedures, make sure to ask questions to Identify correct times. Select the one that best fits repairs being performed.

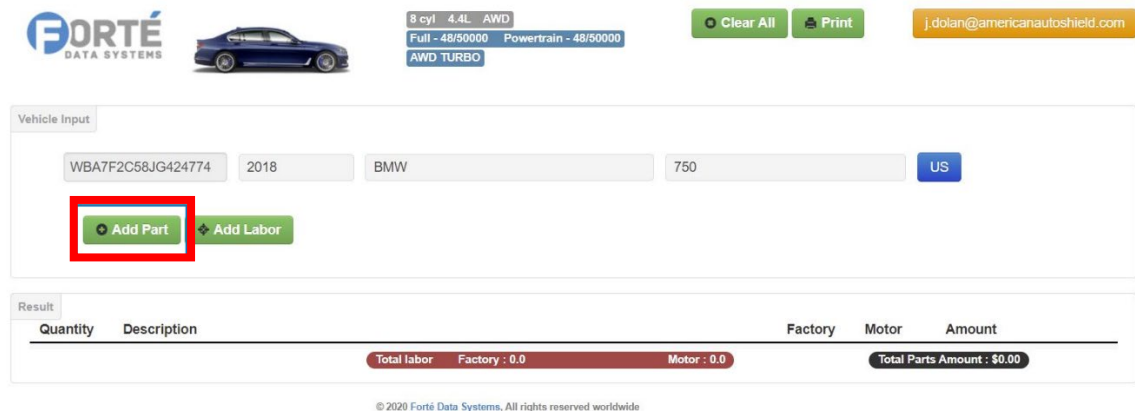
## Using Forte

1. In some cases, Labor Time cannot be found using Mitchell Pro Demand, go to Forte using <http://plq.fortedata.com/partswebapp/partsmain.html#> and entering your American Auto Shield email for the username and the password you had created with that specific account.
2. To verify labor in Forte, enter the vehicle VIN into the home screen.



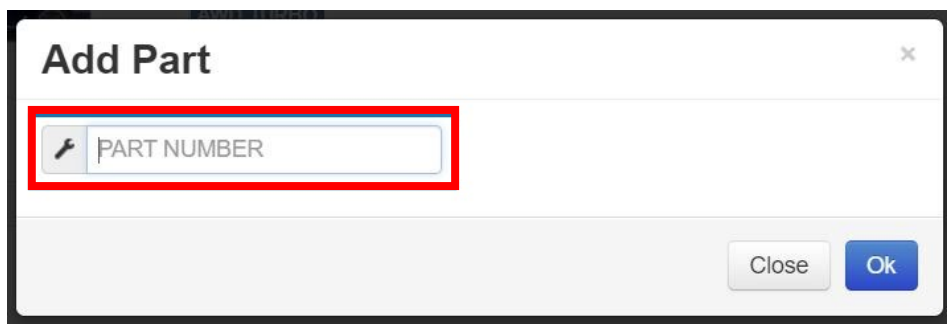
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3. Once the VIN has been entered, it will bring up the *Vehicle Specific* screen. Click on **[Add Part]**.

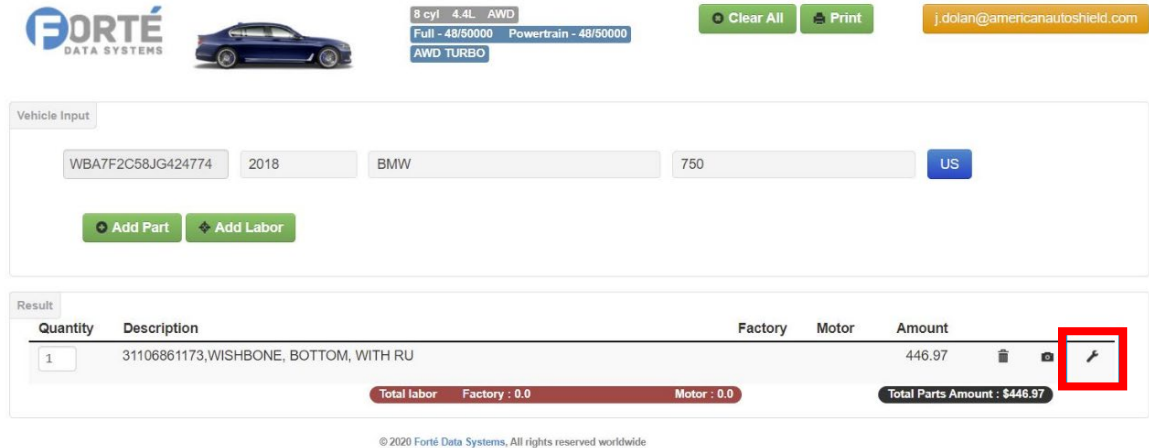


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4. Forte will now display the *Add Part* window. In the field next to the wrench icon, enter the Original Equipment Manufacturer (OEM) part number. **\*\*Remember, Forte can only look up part specific labor using OEM part numbers. \*\***  
Once the OEM part number is entered click **[OK]**



5. The part will now be displayed at the bottom of the Forte home screen. To find the labor time for the removal and replacement of the part, click on the **[Wrench]** icon.



**Vehicle Input**

WBA7F2C58JG424774 2018 BMW 750 US

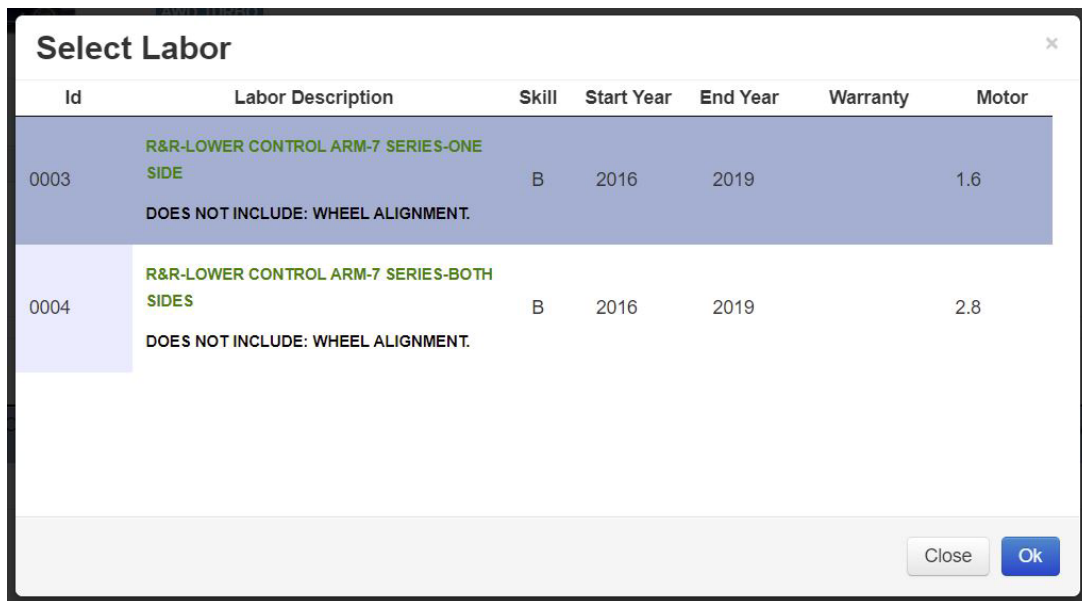
**Result**

Quantity	Description	Factory	Motor	Amount
1	31106861173, WISHBONE, BOTTOM, WITH RU			446.97

Total labor Factory: 0.0 Motor: 0.0 Total Parts Amount: \$446.97

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6. Forte will display the *Select Labor* window. In the Forte example below, the labor time displayed for the front lower control arm on one side is 1.6 hours.



**Select Labor**

Id	Labor Description	Skill	Start Year	End Year	Warranty	Motor
0003	R&R-LOWER CONTROL ARM-7 SERIES-ONE SIDE DOES NOT INCLUDE: WHEEL ALIGNMENT.	B	2016	2019		1.6
0004	R&R-LOWER CONTROL ARM-7 SERIES-BOTH SIDES DOES NOT INCLUDE: WHEEL ALIGNMENT.	B	2016	2019		2.8

Close Ok



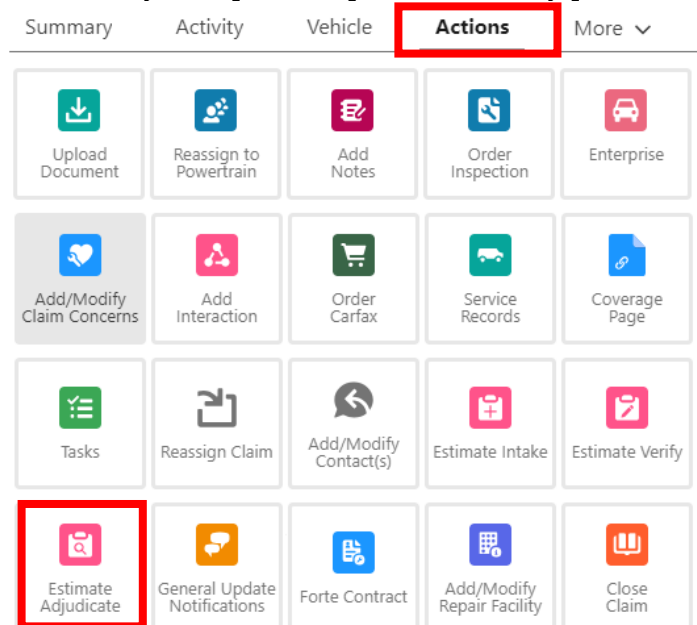
## Diagnostic Time Verification

AAS only covers **verifiable** diagnostic time for repairs covered under the terms of the VSC. Diagnosis will be covered at the time verified in Mitchell Pro Demand or any recognized labor manual. To cover diagnostic time, the following must be met.

1. The RF must provide documentation and proof of diagnostic test results. Examples of this would be compression test numbers, cylinder leak down percentages, A/C pressures, etc.
2. If the RF **ONLY** performs a code scan and provides both the code and its definition, the VSC will pay no more than .3 labor hours. If further diagnosis is done based on the code scan, the RF can provide the test results for further consideration.
3. Diagnosis based only on a visual inspection will not be paid. Some examples would be visual leak identification, broken suspension components, leaky water pump, etc.
4. The VSC will **NOT** pay time for the following “diagnostic” procedures:
  - a. Checking window regulators
  - b. Anything without supporting data
  - c. Road testing
  - d. Swapping known good parts
  - e. Visual verifications of leaks
  - f. Validating the repair after it is done
  - g. Overlapping procedures with the actual repair itself. For example, removing a door panel to check a window motor when it will be done during the repair.
  - h. In the event you’re unsure if diagnostic labor time should be applied. Consult your Team Lead

## Estimate Adjudication

1. Start by click **[Actions]** tab followed by **[Estimate Adjudicate]** action button.



2. Here's where you find all the unauthorized line items.

3. Now is the time to identify the contract eligibility for labor:
  - a. Key eligible labor in Auth Hours Labor line
  - b. Select the Payee

Electrical CC-000867248 Claim Items: 3	Transmission CC-000867249 Claim Items: 2		
Description: Labor-Transmission, Transmission			
RF Hours: 8.2	RF Rate: \$160.00	RF Tax: \$0.00	RF Total: \$1,312.00
AAS Hours: 7.5	AAS Labor: \$160.00	AAS Tax: \$0.00	AAS Total: \$1,200.00
Auth Hours: 7.50	Auth Labor: \$160.00	Auth Tax: \$0.00	Auth Total: \$1,200.00
Payee: 17876 W&L Nissan			
<b>Save Group</b>			

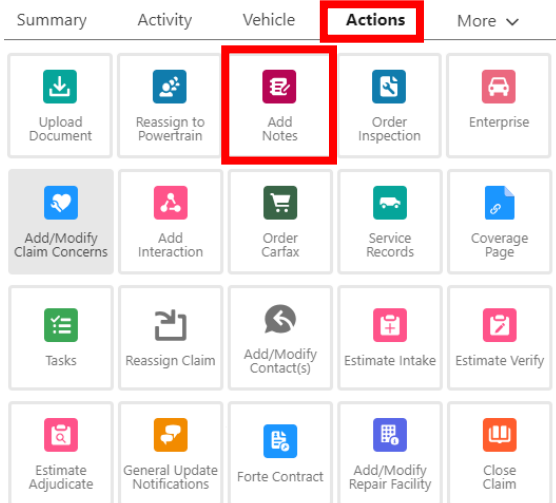
Labor			
Description: Labor- Diagnosis, Transmission			
RF Hours: 2	RF Rate: \$160.00	RF Tax: \$0.00	RF Total: \$320.00
AAS Hours: 2	AAS Labor: \$160.00	AAS Tax: \$0.00	AAS Total: \$320.00
Auth Hours: 2.00	Auth Labor: \$160.00	Auth Tax: \$0.00	Auth Total: \$320.00
Payee: 17876 W&L Nissan			
<b>Save Group</b>			

**Save All Groups**
Save and Finish

4. Click **[Save Group]** or **[Save All Groups]** to lock in changes.

## Creating Verification Notes

1. To begin creation of a “verification note” we start by clicking the **[Add Note]** button at the under the **[Actions]** tab of the Main screen.



2. Select type of **[Verification note]** from the dropdown menu.

Notes

Category  
Parts/ Labor Verification Note

Notes

Cancel Save

Save Notes

3. Now we need to notate how we verified the labor time; in this case we verified our labor time in Mitchell Pro Demand. So, we will type our explanation in the empty field below. click the **[Save Note]** button.

Parts/ Labor Verification Note	Labor verified 7.5 r&r in Pro demand With level of TD auth 2.0 for diag	Johnnie Martinez
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## Labor Time Disputes

1. Now that we’ve covered the specifics of “how” to look up labor times using both Mitchell Pro Demand and Forte, along with the creation of our “verification note”. We’ll discuss the process of labor time disputes. In some instances, a customer or repair facility may challenge the labor time specified.
  - a. If the labor time is displayed in Mitchell Pro Demand or Forte, we need to advise the customer or shop that the contract will pay at the labor time shown. Any additional labor time requested would be paid by the contract holder.
  - b. If the specific labor operation requested is not found in Mitchell Pro Demand or Forte, the adjuster is to notify the repair facility to send in a screenshot of their shop labor manual. This screenshot is to be posted to the “claims docs”. Once this is done, we will pay labor

based on the time shown.

**\*\*\*ADJUSTERS SHOULD NOT PAY ANY TIME OUTSIDE OF WHAT IS VERIFIED, NO MATTER THE DIFFERENCE. IN THE EVENT YOU FEEL A NEGOTIATION IS IN ORDER CONSULT YOUR TEAM LEAD BEFORE ADVISING ANYTHING OTHER THAN BOOK TIME\*\*\***

Parts/ Labor Verification Note

Not able to find labor in Pro demand or forte

Rf sent in labor guide with Vehicle info showing labor for r&r  
5hrs for main engine wiring harness

Johnnie Martinez

**Important!** After going over totals with the repair facility and customer has any out-of-pocket cost for labor time not eligible per contract, you must call the customer to go over the difference!

## Approval & Revision

Date Created 2/20/2022	Created By Kim Carnes	Date Approved 3/7/2022	Approved By Jason Dolan	
Date Revised 9/8/2022	Revised by Johnnie Martinez	Revision Description Updated Labor note requirements	Date Approved 9/16/2022	Approved By Jason Dolan
Date Revised 11/29/2023	Revised by Johnnie Martinez	Revision Description Updated labor guide used, new estimate intake, verify and adjudication labor process	Date Approved 11/30/2023	Approved By Jason Dolan
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]